

Claims

- [c1] 1. A method for transmitting digital media between remote computers via a communication network, the method comprising:
capturing at least one digital image of an item with a digital camera device;
capturing a barcode with a barcode scanning device wherein the barcode identifies the item;
automatically downloading the captured digital image(s) and the scanned barcode into a first computer upon establishing operable communication between the first computer and the digital camera device and the barcode scanning device, respectively; and
transmitting the at least one digital image and barcode from the first computer to a second computer via a communication network.
- [c2] 2. The method of claim 1 further comprising inputting a first dialog associated with the digital image(s) and barcode into the first computer and transmitting the first dialog to the second computer.
- [c3] 3. The method of claim 2 wherein the first and second computer are each programmed to generate a graphical user interface for presenting the digital image(s), barcode and dialog.
- [c4] 4. The method of claim 3 further comprising:
inputting a second dialog at the second computer in response to the digital image(s), barcode and first dialog input at the first computer; and
transmitting the second dialog to the first computer.
- [c5] 5. The method of claim 4 further comprising archiving, in a computer database, the digital image(s), barcode and dialog transmitted between the first and second computers.
- [c6] 6. The method of claim 1 further comprising watermarking the image(s) with the barcode.
- [c7] 7. A system for transmitting digital media between remote computers via a communication network, the system comprising a first computer configured to:
(i) receive at least one digital image file from a digital camera device wherein the

image file is received automatically upon establishing operable communication between the first computer and the digital camera device;

(ii)receive a barcode from a barcode scanning device identifying the at least one digital image file wherein the barcode is received automatically upon establishing operable communication between the first computer device and the barcode scanning device; and

(iii)transmit the at least one digital image and barcode to a second computer via a communication network.

[c8]

8.The system of claim 7 additionally configured to:

- (i)receive a first dialog associated with the at least one digital image file; and
- (ii)transmit the first dialog to the second computer.

[c9]

9.The system of claim 8 wherein the first and second computer are each programmed to generate a graphical user interface for presenting the at least one image file, the barcode and the dialog.

[c10]

10.The system of claim 8 wherein the second computer is configured to:

- (i)receive a second dialog in response to the at least one digital image file, barcode and first dialog; and
- (ii)transmit the second dialog to the first computer.

[c11]

11.The system of claim 10 additionally configured to archive the transmissions between the first and second computers.

[c12]

12.The system of claim 7 wherein the second computer is a server computer operably serving a plurality of client computers wherein the server computer is configured to route incoming transmissions to the client computers based on a priority indicator such that incoming media having an active priority indicator are routed to a client computer before incoming media having an inactive priority indicator.

[c13]

13.The system of claim 7 wherein the second computer is a server computer operably serving a plurality of client computers wherein the server computer is configured to route incoming transmissions to the client computers based on a distribution algorithm wherein transmissions that are not viewed at one client

computer within a predefined amount of time are rerouted to another client computer.

[c14] 14.The system of claim 7 wherein the second computer is a server computer operably serving a plurality of client computers wherein the server computer is configured to route incoming transmissions among the plurality of client computers based on language of the transmission.

[c15] 15. A method for processing an automotive warranty claim, the method comprising:
capturing at least one digital image of a vehicle related to a customer concern with a digital camera device;
scanning a barcode identifying the vehicle with a barcode scanning device;
docking the digital camera device and the barcode scanning device into a portable data acquisition unit establishing operable communication between the digital camera device, the barcode scanning device and a first computer within the portable data acquisition unit wherein the first computer is programmed to automatically receive the captured images and barcode;
inputting into the first computer dialog requesting warranty coverage for the customer concern;
transmitting a claimset comprising the digital image(s), barcode and request for warranty coverage to a second computer via a communication network;
reviewing the claimset at the second computer, wherein a decision is made whether to provide warranty coverage based on the review;
updating the claimset to include the decision; and
transmitting the claimset to the first computer via the communication network.

[c16] 16.A system for processing an automotive warranty claim, the system comprising:
a first computer configured to:
(i)receive and display at least one digital image file from a digital camera device illustrating a customer concern for a vehicle where the at least one image file is received automatically upon establishing operable communication between the first computer and the digital camera device;

(ii)receive and display a barcode from a barcode scanning device identifying the vehicle wherein the barcode is received automatically upon establishing operable communication between the first computer and the barcode scanning device;

(iii)receive and display input containing a request for warranty coverage; and

(iv)transmit the at least one digital image file, barcode and request for warranty coverage to a second computer via a communication network; and

a second computer configured to:

(i)receive and display the at least one digital image file, barcode and request for warranty coverage;

(ii)receive and display input containing a decision whether to provide warranty coverage; and

(iii)transmit to the first computer the at least one digital image file, barcode and decision.